

Security Incident Report May 2012

As of 6/14/2012

Security

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
		Critical	Low	FCR Total
Security	Austin Farey	0 0	5 0	5 0
	Bart Grant	0 0	2 0	2 0
	Garry Gregson	1 1	2 0	3 1
	Jed Johnson	1 0	17 0	18 0
	Ken Wheeler	0 0	3 0	3 0
	Sharon Smith	0 0	12 0	12 0
	Assigned to Individual Total	2 1	41 0	43 1
Assigned Group Total		2 1	41 0	43 1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
		Critical	Low	MIR Total
Security	Austin Farey	0 0	5 3	5 3
	Bart Grant	0 0	2 0	2 0
	Garry Gregson	1 0	2 1	3 1
	Jed Johnson	1 1	17 7	18 8
	Ken Wheeler	0 0	3 2	3 2
	Sharon Smith	0 0	12 3	12 3
	Assigned to Individual Total	2 1	41 16	43 17
Assigned Group Total		2 1	41 16	43 17

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
		Critical	Low	ATTIR Total
Security	Austin Farey	0 0.00	5 1.17	5 1.17
	Bart Grant	0 0.00	2 0.18	2 0.18
	Garry Gregson	1 0.00	2 6.55	3 4.37
	Jed Johnson	1 0.59	17 1.97	18 1.89
	Ken Wheeler	0 0.00	3 5.97	3 5.97
	Sharon Smith	0 0.00	12 0.69	12 0.69
	Assigned to Individual Total	2 0.29	41 1.93	43 1.85
Assigned Group Total		2 0.29	41 1.93	43 1.85

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
		Critical	Low	MR Total
Security	Austin Farey	0 0	5 1	5 1
	Bart Grant	0 0	2 0	2 0
	Garry Gregson	1 0	2 1	3 1
	Jed Johnson	1 0	17 2	18 2
	Ken Wheeler	0 0	3 3	3 3
	Sharon Smith	0 0	12 2	12 2
	Assigned to Individual Total	2 0	41 9	43 9
Assigned Group Total		2 0	41 9	43 9

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
		Critical	Low	ATTR Total
Security	Austin Farey	0 0.00	5 2.64	5 2.64
	Bart Grant	0 0.00	2 0.68	2 0.68
	Garry Gregson	1 0.00	2 6.85	3 4.56
	Jed Johnson	1 2.63	17 2.96	18 2.94
	Ken Wheeler	0 0.00	3 8.74	3 8.74
	Sharon Smith	0 0.00	12 3.78	12 3.78
	Assigned to Individual Total	2 1.31	41 3.66	43 3.55
Assigned Group Total		2 1.31	41 3.66	43 3.55

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Detail

INC000000481254	Jason Randall	Application	Error	M86		TIR Missed: No	0.59
Security	Garry Gregson		Non-state	Low	Closed	TTR Missed: No	0.59
INC000000505730	Gene Cottrell	Application	Error	Novell GroupWise		TIR Missed: No	0.97
Security	Ken Wheeler		Health	Low	Closed	TTR Missed: Yes	7.78
INC000000506749	Janae Wallace	Application	Error	M86		TIR Missed: No	0.18
Security	Bart Grant		Natural Resources	Low	Closed	TTR Missed: No	0.56
INC000000507635	Mark Kaleta	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.98
Security	Jed Johnson		Tax Commission	Low	Closed	TTR Missed: No	1.34
INC000000507781	Crystal Clark	Application	Error	M86		TIR Missed: Yes	1.05
Security	Jed Johnson		Courts	Low	Closed	TTR Missed: No	3.99
INC000000507888	Sheldon Wood	Application	Error	Symantec AntiVirus		TIR Missed: No	0.74
Security	Jed Johnson		Technology Services	Low	Closed	TTR Missed: No	2.99
INC000000508134	Dustin Crump	None	None	None		TIR Missed: Yes	5.50
Security	Jed Johnson		Technology Services	Low	Closed	TTR Missed: Yes	6.44
INC000000508373	Alice Rogers	Application	Error	M86		TIR Missed: No	0.93
Security	Jed Johnson		Non-state	Low	Closed	TTR Missed: No	1.16
INC000000508568	Laurel Pate	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.95
Security	Sharon Smith		Tax Commission	Low	Closed	TTR Missed: No	2.44
INC000000508804	Jeff Pryor	None	None	None		TIR Missed: Yes	2.24
Security	Jed Johnson		Technology Services	Low	Closed	TTR Missed: No	2.29
INC000000509074	Valerie Lee	Application	Error	Symantec AntiVirus		TIR Missed: Yes	4.56
Security	Ken Wheeler		Non-state	Low	Closed	TTR Missed: Yes	6.06
INC000000509427	Halalose Wolfgramm	PC/Laptop	Error	Novell eDirectory		TIR Missed: Yes	1.66
Security	Sharon Smith		Tax Commission	Low	Closed	TTR Missed: No	1.66
INC000000509618	Cordell Measells	None	None	None		TIR Missed: No	0.22
Security	Jed Johnson		Technology Services	Low	Closed	TTR Missed: No	0.49
INC000000510008	Edward Fortner	None	None	None		TIR Missed: Yes	12.36
Security	Ken Wheeler		Technology Services	Low	Closed	TTR Missed: Yes	12.36
INC000000510600	Austin Farey	Network	Virus	None		TIR Missed: Yes	1.35
Security	Austin Farey		Technology Services	Low	Closed	TTR Missed: No	1.35
INC000000512285	Tony Hess	Server	None	None		TIR Missed: Yes	0.59
Security	Jed Johnson		Technology Services	Critical	Closed	TTR Missed: No	2.63

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INC000000512685	Courtney Minchey	Network	Password	None		TIR Missed: Yes	2.07
Security	Jed Johnson		Tax Commission	Low	Closed	TTR Missed: No	2.07
INC000000513049	Ruston McKay	Application	None	PGP		TIR Missed: No	0.07
Security	Jed Johnson		Technology Services	Low	Closed	TTR Missed: No	1.13
INC000000513366	Geoff McNaughton	Application	Error	M86		TIR Missed: No	0.19
Security	Bart Grant		Natural Resources	Low	Closed	TTR Missed: No	0.80
INC000000513584	Mike Wilde	None	None	None		TIR Missed: Yes	1.12
Security	Jed Johnson		Technology Services	Low	Closed	TTR Missed: No	2.03
INC000000514169	David McCleary	Network	Incident	None		TIR Missed: No	0.10
Security	Jed Johnson		Environmental Quality	Low	Closed	TTR Missed: No	1.45
INC000000514242	Lois Bloebaum	Network	Error	Internet Explorer		TIR Missed: No	0.97
Security	Jed Johnson		Health	Low	Closed	TTR Missed: No	1.17
INC000000514755	Tim Osterstock	Application	Error	M86		TIR Missed: No	0.16
Security	Jed Johnson		Legislative Auditor General	Low	Closed	TTR Missed: No	0.69
INC000000514974	Emily Butler	Application	Password	None		TIR Missed: No	0.00
Security	Sharon Smith		Tax Commission	Low	Closed	TTR Missed: No	2.25
INC000000515467	Lori Hills	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.10
Security	Sharon Smith		Human Services	Low	Closed	TTR Missed: No	1.87
INC000000515602	Christopher Wnek	Application	Error	None		TIR Missed: Yes	14.64
Security	Jed Johnson		Health	Low	Closed	TTR Missed: Yes	17.30
INC000000515616	Stephanie Vert	Application	Password	Gmail		TIR Missed: No	0.29
Security	Sharon Smith		Tax Commission	Low	Closed	TTR Missed: Yes	7.74
INC000000516272	Robin King	PC/Laptop	Error	None		TIR Missed: No	0.69
Security	Jed Johnson		Tax Commission	Low	Closed	TTR Missed: No	2.48
INC000000516387	Laura Shepherd	PC/Laptop	Virus	None		TIR Missed: Yes	2.86
Security	Austin Farey		Insurance	Low	Closed	TTR Missed: Yes	9.50
INC000000516915	Jared Ottesen	Application	Password	Gmail		TIR Missed: No	0.65
Security	Jed Johnson		Tax Commission	Low	Closed	TTR Missed: No	1.18
INC000000517639	David D Felt	Application	Error	M86		TIR Missed: Yes	1.27
Security	Austin Farey		Human Services	Low	Closed	TTR Missed: No	1.47
INC000000518000	Sandy Pett	Network	Error	None		TIR Missed: No	0.00
Security	Sharon Smith		Environmental Quality	Low	Closed	TTR Missed: Yes	19.82
INC000000520219	Sandra Halladay	None	None	None		TIR Missed: Yes	12.51
Security	Garry Gregson		Insurance	Low	Closed	TTR Missed: Yes	13.10

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INC000000520762 Security	MV Farmington	Application	Error	State Payroll Time Entry System	Low	Closed	TIR Missed: Yes	1.04
		Sharon Smith	Tax Commission				TTR Missed: No	1.31
INC000000521124 Security	Jeanell Collings	Application	None	None	Low	Closed	TIR Missed: No	0.52
		Sharon Smith	Environmental Quality				TTR Missed: No	4.03
INC000000521352 Security	MV Provo	Application	Password	Motor Vehicle Administration	Low	Closed	TIR Missed: No	0.78
		Sharon Smith	Tax Commission				TTR Missed: No	1.02
INC000000521689 Security	Kate E Johnson	None	None	None	Low	Closed	TIR Missed: No	0.21
		Sharon Smith	Environmental Quality				TTR Missed: No	0.21
INC000000522049 Security	Garry Gregson	Network	Virus	None	Critical	Closed	TIR Missed: No	0.00
		Garry Gregson	Technology Services				TTR Missed: No	0.00
INC000000522232 Security	Rosie Akeripa	Application	Password	Utah Criminal Justice Informatio	Low	Closed	TIR Missed: Yes	1.98
		Sharon Smith	Tax Commission				TTR Missed: No	2.13
INC000000522714 Security	Darran Baggs	Application	Error	M86	Low	Closed	TIR Missed: No	0.32
		Austin Farey	Trust Lands				TTR Missed: No	0.36
INC000000523451 Security	Brian Udink	Application	Error	PGP	Low	Closed	TIR Missed: No	0.06
		Austin Farey	Tax Commission				TTR Missed: No	0.54
INC000000523790 Security	Cindy Morrison	Application	Password	Utah Criminal Justice Informatio	Low	Closed	TIR Missed: No	0.80
		Sharon Smith	Tax Commission				TTR Missed: No	0.82
INC000000525583 Security	Julie Jones	Application	Error	Utah Master Directory	Low	Resolved	TIR Missed: Yes	1.37
		Jed Johnson	Tax Commission				TTR Missed: No	2.09